

**CHARLOTTE WATER
ADVISORY COMMITTEE
MINUTES OF MEETING
March 17, 2016**

Charlotte Water Advisory Committee met Thursday, March 17, 2:30 pm at 4222 Westmont Drive, Charlotte, North Carolina.

Members Present: Jim Duke, Leslie Jones, Frank McMahan,
 Ron Charbonneau, Pride Patton,

Staff Present:	Barry Gullet	Utilities Director
	Jennifer Frost	Assistant to Director
	Shawn Coffman	Deputy Director
	Melissa Hershberger	Interim Business Manager
	Steve Miller	Customer Service Manager
	Carl Wilson	Chief Engineer
	Mike Tkachuk	Administrative Officer II
	Regina Cousar	Continuous Improvement Manager
	Louise Bhavnani	Communications
	Karen Weatherly	City Attorney
	Debra Campbell	Assistant City Manager
	Nan Peterson	Executive Assistant
	Alicia Dasch	Strategy & Budget Analyst
	Mike Davis	

Safety Minute
Pest Control

Minutes

A motion was made by Ron Charbonneau, and seconded by Leslie Jones, to approve the February 2016 Minutes. Motion was approved.

City of Charlotte Regulatory User Fees

Assistant City Manager, Debra Campbell along with her staff gave a presentation to the Charlotte Water Advisory Committee pertaining to the current structure of the Regulatory User Fees Policy. The user fee policy was adopted in 2006 and states that the City of Charlotte should recover 100% cost to deliver regulatory services. Examples of the five most frequently imposed user fees are rezoning, subdivision, city festivals, passenger vehicle for hire, and commercial plan reviews. On May 7, 2015, interdepartmental staff hosted a meeting with representatives from the development community to discuss proposed user fee changes and concerns. Some of the areas that were represented included:

- Charlotte Chamber
- Bissell
- Childress Klein

- Knotts Development
- Pace Development

Some of the feedback that was given from the developer meeting were concerns of fees increasing too dramatically, increasing costs to do business in the City, County getting too expensive and quality of services that would need to increase commensurate with fees. Research of user fees charged by the neighboring towns in Mecklenburg County indicates that recovery rates are close to 100% for similar services in those municipalities. It is important to have a clear community-wide policy on user fee recovery and to maintain the City of Charlotte methodology which is consistent with other municipalities. There is now a recommendation from City staff to continue Council's adopted policy for setting user fees which result in a 100% cost recovery rate. Charlotte Water has not charged specific user fees for review, inspection and administration of plans/projects. Last year, Council approved Charlotte Water charges to developers to phase in a 100% cost recovery. For FY2017, Charlotte Water plans to implement fees to recover 50% of costs followed by 75% in FY18 and 100% in FY19.

Water Quality

The publicity surrounding the Flint, Michigan incident has heightened drinking water quality awareness all over the country. To respond to questions and this increase in water quality attention, Charlotte Water staff are increasing efforts to boost confidence in our drinking water safety. The utility is currently developing a plan to do more testing and sampling. Charlotte Water is also stepping up efforts to make the website more easily accessible and easily understandable regarding water quality data and test results.

Financial Update

For the month of February the water consumption volumes are typical for this time of year. Revenue and operating expenses are on target.

Hot Topics

Charlotte Water is in the process of updating the Grease Free education program to refresh the look and incorporate more messages. Flushable wipes are among the top issues that are always a big problem at the utility's Waste Water Treatment Plants. The new logo for the Grease Free Program will now be named "Flow Free". If a certain community has a problem, Charlotte Water can now tailor each problem along with each community. The goal for the campaign is to expand community outreach along with rebranding our Fats, Oil, and Grease vehicles. The utility's System Protection's staff serve as significant stakeholders in this process with public education being one of their primary goals and one of the most useful methods to decrease unwanted discharges.

Meeting Adjourned 3:55pm

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